

Updated Prior Authorization Page Now Available

August 27, 2026

Neighborhood Health Plan of Rhode Island (Neighborhood) has redesigned the [Prior Authorization page](#) on the provider website to make it easier for providers to understand the steps required to receive an authorization.

The updated page features a streamlined layout that organizes prior authorization information into a step-by-step process.

Prior Authorization Information

This page helps providers determine whether prior authorization is required for services covered by Neighborhood.

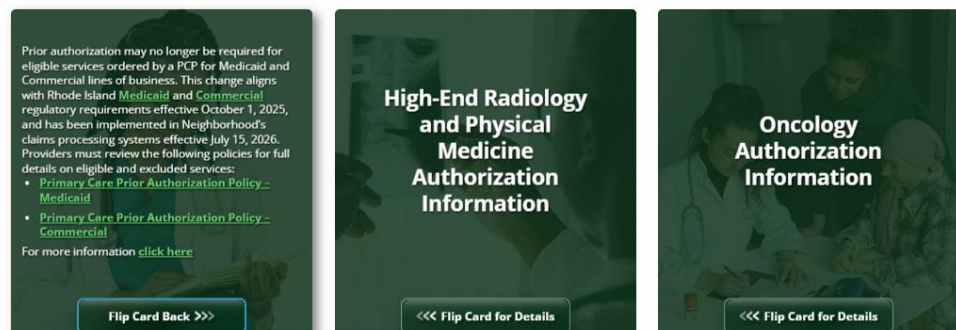
Some services are managed through Neighborhood's business partners or have separate authorization requirements. Before using the Prior Authorization Search Tool, please review the specialty authorization sections below.

Step 1: Review specialty authorization requirements

Before searching for a code in the Prior Authorization Search Tool, check whether the service falls under one of the categories below.

If the service falls into one of these categories, flip the card for the applicable section and follow the instructions provided there:

Flip all cards to view all details ☐



The image shows three flip cards for Prior Authorization Information. The first card, titled 'Primary Care', is partially open, showing text about regulatory requirements and links to 'Primary Care Prior Authorization Policy - Medicaid' and 'Primary Care Prior Authorization Policy - Commercial'. The second card, titled 'High-End Radiology and Physical Medicine Authorization Information', is closed. The third card, titled 'Oncology Authorization Information', is also closed. Each card has a button at the bottom: 'Flip Card Back >>>' for the first, and '<<< Flip Card for Details' for the others.

Specialty- and vendor-specific authorization information is displayed more prominently, making it easier to identify applicable requirements before searching for a procedure code.

Improved Prior Authorization Search Tool

The Prior Authorization Search Tool has also been updated to make search results easier to review. Procedure code results are displayed in a simplified format with the applicable prior authorization information.

Enter a procedure/service code to determine if prior authorization is required.

Procedure/service Code: *

Select member's line of business: *

☐ Medicaid
☐ Exchange
☐ Dual CONNECT (CO-DSNP)
☒ INTEGRITY for Duals (FIDE)

Search

Results:

Code: S5125

Code Description:
Attendant care services; per 15 minutes

Authorization Required:
Yes

Internal Use Only

Referral Category:
SNPCAID LTSS Services

Providers also receive additional guidance when a procedure code is not found in the search tool. A code may not appear because it:

- Represents a non-covered benefit;
- Is invalid or no longer active;
- Requires authorization through one of Neighborhood’s delegated vendors; or
- Is not currently included in the Prior Authorization Search Tool.

Step 2: Use the Prior Authorization Search Tool

The Prior Authorization Search Tool helps providers determine whether prior authorization from Neighborhood is required.

To use the tool:

1. Enter the procedure or service code.
2. Select the member's line of business.
3. Review the results.

If prior authorization is required, the tool will display the required process or form.

Enter a procedure/service code to determine if prior authorization is required.

Procedure/service Code: *

Select member's line of business: *

☐ Medicaid
☐ Exchange
☐ Dual CONNECT (CO-DSNP)
☐ INTEGRITY for Duals (FIDE)

Search

If a code is not found

If a code does not appear in your search, it may mean the code is:

- A non-covered benefit;
- Invalid or no longer active;
- An authorization-required code through one of Neighborhood's vendors (see specialty authorization requirements above); or
- Not currently included in the Prior Authorization Search Tool.

Please review Neighborhood's [Billing Guidelines](#) and [Payment Policies](#) for covered service information.

Next Steps

1. Check whether the code you are submitting is a valid code.
2. Confirm if code is submitted through one of Neighborhood's vendors (see above).
3. Please review Neighborhood's [Billing Guidelines](#) and [Payment Policies](#) for official covered services information.

Please note: A code not appearing in the Prior Authorization Search Tool does not necessarily mean that prior authorization is not required. Providers should review the applicable policies and delegated vendor requirements to determine whether authorization is required.

These website enhancements do not change Neighborhood’s existing prior authorization requirements or submission processes.

Visit the [Prior Authorization page](#) on our provider website to explore the updated page and search tool.